



2004

Annual Report



VA North Texas
Health Care System

VANTHCS Six Strategic Goals

Provide quality care in a user friendly and timely manner:

Advanced Clinical Access (ACA) improves access to care, reduces/eliminates clinic wait times and delays, and improves patient flow control. ACA maintains and improves technical quality, clinical outcomes as well as staff and veteran satisfaction. ACA has been implemented at Bonham and Fort Worth. Dallas VAMC implemented ACA October 2004.

VANTHCS implemented VA's Bar Coded Medication Administration System (BCMA) in all areas. BCMA requires bar coding of all inpatient medications and adds another patient safety measure during the medication administration process. The transition from Accuscan to BCMA occurred with few difficulties.

In FY04, VANTHCS was reviewed, visited, or inspected by 19 external review bodies including 10 accrediting/regulatory bodies: The results are: Rehabilitation Accreditation Commission - Spinal Cord Injury – 3 year accreditation; College of American Pathologists-Path & Lab – 2 year accreditation; American Association of Blood Banks – 2 year certification; National Health Physics Program -Radiation Safety – no violations; Association for Assessment and Accreditation of Laboratory Animal Care-Research – 3 year accreditation; Food & Drug Administration-Research – passed; USDA-Research – passed; JCAHO-Dental Safety Complaint-pending results.

Improve access to care:

Pharmacy Service collaborated with Veterans Canteen Service (VCS) to establish the first on-site retail Pharmacy in VA. The VCS Retail Pharmacy was established to fill prescriptions for staff, patient's family members, volunteers and other customers visiting Dallas VAMC. VCS also expanded vending areas to provide meals after hours and weekends.



Patient transportation provided by Engineering Service has increased miles traveled by 45% in FY04 from 521,460 miles to 780,886 miles. Additionally, Ambulatory Care piloted a trial program to provide patient restaurant-style pagers that light and vibrate when the clinic is ready to see the patient. The pilot program had positive feedback and was expanded to additional clinics.



VANTHCS implemented various initiatives to improve access to care: Recreation Therapy Service increased utilization of therapeutic pool by 20%; Mental Health Psychiatric Primary Care expanded services to HIV, HepC, and Sleep Disorders clinics; Prosthetics reduced the delay of completing prosthetic orders; SCI now accepts a limited number of ventilator-dependent veterans; Implemented Saturday clinics such as C&P, Dermatology, Urology, Colonoscopy and Dental; Social Work Service established contracts with community facilities to provide respite care services and convert Mariner Health Care nursing homes from regional contracts; Expanded Adult Day Health Care program to include veterans in Tarrant County; Relocated FWOPC Mental Health facilities to an off site location, expanded from 3,000 sq. ft to 9,000 sq. ft.

Be an employer of choice:

VANTHCS has provided Dallas Area Rapid Transit E-passes to employees since 1998. On-site college courses, 48 hours per week of education programming via satellite, and tuition support for continuing education classes to enhance employee educational opportunities. Non-clinical employees are offered up to \$500 per year for academic courses. Over 75 employees participated in this program in FY04. In addition, 22 VANTHCS employees now participate in the Employee Debt Reduction Program, which assists clinical employees in hard to recruit areas to repay student loans.

34% of VANTHCS employees participated in the 2004 Employee Satisfaction Survey. VANTHCS equaled or exceeded VISN 17 average scores in 11 measures (92%) and national average scores in 9 measures (75%). Comparing job satisfaction scores from 2001 to 2004, VANTHCS scores improved in all areas (100% improvement rate). Of the 17 measures evaluated in 2004, VANTHCS equaled or exceeded VISN 17 average scores in 16 measures (94%) and national average scores in 11 measures (65%).



Use resources efficiently and effectively and generate revenue:

VANTHCS collaborated with Texas Wesleyan University (TWU) in Fort Worth to establish the CRNA training program at VANTHCS. This program provides hands-on education on sedation, monitoring patients, and intubations. In addition, VA nurses are working with TWU as nursing instructors. VANTHCS is utilizing both programs as recruitment opportunities. Engineering Service partnered with Compensated Work Therapy (CWT) to train CWT patients in construction, resulting in the hiring of three permanent employees.

Pharmacy Service implemented the PhaSeal System in August 2004. PhaSeal is the only system on the market to prevent spills during preparation and administration of chemotherapy agents. VANTHCS is the only hospital in the Dallas/Fort Worth metroplex currently using the system to protect our pharmacists, technicians and nurses.

Modernize our facilities and technologies:

The Pain Clinic at Dallas VAMC is one of three clinics nationally performing a new procedure called IntraDiscal Electrothermal Annuloplasty (IDET). If successful, no surgical fusions are needed. To date, VANTHCS has had a 50% success rate with this procedure.

VANTHCS continues to maintain state-of-the-art facilities to treat our nation's veterans. In FY04, VANTHCS: updated the Anesthesiology computer package with a Saturn system; Implemented GIP; upgraded Local Area Network (LAN) and wireless network; installed a Waterclave II water purification system; and implemented 3-D reconstruction CT software (Vitrea 2).



Improve public image:

As of June 2004, Survey of Healthcare Experiences of Patients reported VANTHCS with overall average improvement, both inpatient and outpatient increased 4.23% over FY03 (best overall improvement in VISN 17). Outpatient increased 10.73% over FY03.

Veteran Forums provided education of military experiences for employees, patients, and visitors. These programs have resulted in local TV and radio media coverage and are an excellent way to learn more about the veterans we serve. The cable show produced four programs: Women's Military Sexual Trauma, PTSD and Returning OIF/OEF Veterans, Benefits/Eligibility, and Homeless Veterans.



FY04 VANTHCS FINANCIAL REPORT		FY04 VANTHCS STATISTICS	
Total VANTHCS Allocations		Total Operating Beds	
Operating Expenses	\$459,920,649	HOSPITAL	304
(Excludes VISN, CDL, Vet Center, Research)		NHCU	255
Salary and Benefits	\$228,938,200	DOM	264
Overtime	\$7,005,751	Total	823
Contract FTE (Locums, UTSW, FEE, CWT)	\$19,223,000		
Total Manpower Expenses	\$255,166,951	Admissions	
		HOSPITAL	11,664
Pharmacy	\$77,724,199	NHCU	844
Supplies, Maintenance, Expenses	\$127,029,499	DOM	991
Total all other Expenses	\$204,753,698	Total	13,499
Revenue Generation	\$36,666,374	Patient Days	
		HOSPITAL	79,360
TOTAL OPERATING EXPENSES	\$459,920,649	NHCU	80,048
		DOM	85,704
Community Gifts & Donations		Total	245,112
Cash Donations	\$204,301		
Miscellaneous Donations	\$322,762	Average Daily Census	
Total Donations	\$527,063	HOSPITAL	217
		NHCU	219
Staff and Volunteers		DOM	234
FTEE	3,242	Total	670
(Excludes VISN, CDL, Vet Center, Research)			
Full Time Physicians	174	Acute Length of Stay (days)	7
Volunteers	1,577	Unique patients	96,478
Volunteer Hours	138,621	Outpatient Visits	902,686



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